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ABSTRACT

Written in a question and answer format, this booklet is designed to answer parents' basic questions about how to obtain child support for their child or others' questions about how to help families get the support they need. The booklet's introduction describes what child support payments can do for a child and where parents can find help in obtaining child support. The booklet's other sections are: (1) "How Welfare Benefits and Child Support Work Together"; (2) "Finding the Noncustodial Parent"; (3) "Paternity Issues"; (4) "How To Establish Child Support and Medical Support Orders"; (5) "Enforcing Child Support Obligations," which addresses major questions and enforcing support orders across state lines; and (6) "Customer Services Issues and Helpful Suggestions for Parents." Appendices list: (1) "Child Support Offices for the 50 States and the District of Columbia"; (2) "States' Treatment of Child Support Paid on Behalf of Welfare Recipients"; and (3) "How to Contact Your Congressional Offices and Your Regional Office of the Federal Office of Child Support Enforcement." (EV)

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A Parent's Guide to Child Support

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CDF began in 1973 and is a private, nonprofit organization supported by foundations, corporation grants, and individual donations. We have never taken government funds.

A Parent's Guide to Child Support

by Nancy Ebb

CHILDREN'S DEFENSE FUND

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Introduction

The failure to pay child support is a problem in every community's backyard. Across the country, Census Bureau data from 1992 show that 11.5 million parents were raising children with an absent parent. Of those 11.5 million, only 54 percent had child support orders, and of the 5.3 million parents who had child support awarded and due, only *half* received the full amount due. About one-quarter received partial payment, and one-quarter did not receive anything at all.

That's a terrible record for children, and the problem cuts across race and income lines. It is not confined to poor or minority families.

We need better child support enforcement because single parent families are at such high economic risk. *Both* parents need to do their part in supporting a child. Nearly one out of every two of the 19.6 million children living in single parent families in 1997 was poor, compared with fewer than one out of every 10 children in two-parent families.

In most cases, child support payments alone are not enough to lift a poor child out of poverty. Yet they can make a real difference in a child's life. In 1991, for example, custodial parents awarded child support were owed on average $3,321. Census data from the previous year show that a mother working full-time paid an average of about $3,650 for her youngest child in center-based care. If families actually collected the full amount of child support owed, it could help pay for child care—or clothing, the rent or the mortgage, or food on the table.

Without child support, children suffer. A survey of single parents in Georgia, New York, Ohio, and Oregon revealed that during the first year after the absent parent left the home, more than half the families surveyed faced a serious housing crisis. Nearly one-third of these parents reported that their children went hungry at some point during the year. Over one-third reported that their children lacked needed clothing, such as a winter coat.

There is a federal–state system of child support enforcement that can help struggling families. The system doesn't work perfectly.

In some states, it works well, but in others it does a very poor job of helping children. Still it's a start, and parents with custody should not hesitate to use these legal safeguards to protect their children.

A Parent's Guide to Child Support is designed to answer basic questions about how to obtain child support for your own child or how to help families you know get the support they need. Be sure to share it with others in your community.

What Child Support Payments Can Do for a Child

Once a child support order is entered, a child is entitled to money in a set amount each month, or every two weeks, or some other term set by the order. In addition to cash support, new child support orders obtained by state child support enforcement offices are supposed to include an order of medical support—coverage for medical care—if insurance is available to the noncustodial parent at a reasonable cost.

Even if the noncustodial parent has a low income—and, therefore, you may question whether it makes sense to try to get child support—there are short- and long-term reasons to go after child support. The parent's income may—and often does—go up over time, and the parent may be able to pay more support more reliably in the future. There are other benefits, too, to establishing that a child is the legal responsibility of the noncustodial parent. These may include medical support, inheritance and life insurance rights, as well as eligibility for Social Security survivor and disability benefits, veterans' benefits, and the like.

Where Parents Can Find Help in Obtaining Child Support

You can collect child support in several ways: by hiring a private lawyer, by representing yourself, by going to a state child support enforcement agency, or by going to a private collection agency. See Appendix A, which contains a listing of each state's central child support enforcement office.

What is the process for getting help from a state child support enforcement agency?

Any family can receive help from the child support enforcement agency. If you are receiving welfare under the Temporary Assistance for Needy Families (TANF) program, medical assistance (Medicaid), or federally assisted foster care, your case will automatically go to the state child support enforcement agency. You will be asked to fill out a child support application, either at the welfare office or at the child support office. The procedure varies from state to state.

If you are *not* on welfare, you can apply for help from the state child support enforcement agency. For nonwelfare families, there is a $25 application fee. In some states, the state itself pays this fee, so you will not be asked to do so. States can also collect some or all of the costs of serving nonwelfare families, but there is never a charge to welfare families.

If the state *does* recover its costs, it does so either by collecting them from the noncustodial parent or by deducting them from child support collections before passing them on to the family. However, most states do not collect costs from the family.

What kinds of help can I get from a state child support office?

The state child support office is required to offer a range of services to families who need help. These offices are designed to:

- Locate noncustodial parents.
- Establish paternity.
- Establish child support orders and medical support orders if health coverage is available to the noncustodial parent at reasonable cost.
- Enforce child support orders by collecting current and back payments due.
- Review child support orders periodically and change them if appropriate.

Note that the child support office ordinarily cannot help you with custody, visitation, or property problems. This is important to know because you may otherwise assume that if you establish paternity, you can also get help if there is a custody fight. That's not so.

If you are concerned that custody may become an issue, it's important to seek custody *on your own*, even though you are establishing paternity through the child support office. If the noncustodial parent is not asking for custody, you may be able to get a custody order on your own. If there is a custody fight, you may be able to get help from legal aid, the local bar association if it has a reduced-fee referral program, or a private lawyer.

What if I want a private lawyer?

If you go to see a private lawyer, you will have to pay. Frequently, you will have to pay a retainer fee upfront before the lawyer takes your case. If the lawyer believes the case will be contested (instead of settled by an agreement), this retainer can be quite costly. You may also be asked to pay for additional hours not covered by the retainer, as well as for any related costs such as court filing fees.

You can find a private lawyer by asking friends to recommend one or by seeking a referral from the local bar association. Local bar associations often provide names of attorneys who do child support work, but they cannot give you any indication about the quality of the lawyer's work.

Sometimes private lawyers often provide free initial consultations, but others ask for a set consultation fee. It makes sense to take advantage of such a consultation to get an idea of whether a particular lawyer is someone you are comfortable working with. Make a list of questions and take them to the interview. Afterwards, ask yourself whether the lawyer answered your questions thoroughly and forthrightly. Ask yourself:

- Do you understand the process the lawyer will follow?
- Do you feel comfortable asking follow-up questions?

If not, think about interviewing a second lawyer. Working with someone you trust will make the process work better for you.

What if I want to use a private collection agency?

You can also use a private collection agency to track down a noncustodial parent and try to collect child support. These agencies typically take on cases in which there is already a child support order, rather than ones that need paternity or a child support orders established. Some have lawyers on staff. Others do not. They may charge a fee and may also have you sign a contract to let them keep a percentage of child support collected—sometimes up to one-third of all child support.

Experience with these agencies is uneven. Some parents, frustrated by lengthy delays from public agencies, have found a quick response from private collection agencies. In other cases, though, parents have complained that the private agency charged an upfront fee, then did little or nothing to collect back child support. In some cases, a private agency has used the public agency to help collect back child support, yet still charged the parent for its services. If you use a private agency, the bottom line is to be careful. Use the following as a checklist to guide you in selecting a private collection agency:

- Make sure if you sign a contract that it's a fair one where the agency will not keep too high a percentage of child support collected.
- Find out whether you can end your contract with the agency, and under what circumstances
- Check whether the agency is going to charge you for services performed by a public agency instead of just for services performed by the private agency itself.
- Find out precisely what services the agency can or can't perform.
- Check the Better Business Bureau to see if there is a record of complaints.
- Ask for references.

What if I am afraid that my child's other parent will hurt me or my child?

Domestic violence is serious. If you or your child has experienced or has been threatened with physical, sexual, or emotional abuse, it's important to get help. You deserve help if you or a family member has been:

- Pushed, shoved, slapped, or hit.
- Threatened with being hurt or having your children snatched.
- Kept from leaving when you want to.
- Stalked.
- Kept in fear of a partner or important person in your life.

Many communities have battered women's shelters or domestic violence counseling services that can get you started on finding help. It's essential for your children that you ask for it. Help can mean a number of things including a stay in a shelter, legal help and a protective order requiring the batterer to stay away from you, help with a safety plan so that you know what to do in an emergency, help keeping your location private so that you cannot be found and harmed, counseling for yourself and/or your children, and help getting a job and getting back on your feet.

If you have experienced domestic violence, you have a decision to make about child support. If you are on welfare, you may be able to claim that you have "good cause" not to cooperate with seeking child support, and you may be excused from the child support process.

Many parents who have experienced domestic abuse, however, do want to collect child support, so long as they feel they can be protected from harm. States are required by federal law to protect information about your whereabouts if you have a protective order or if there is any reason to believe that release of information will result in physical or emotional harm to you or your family. These are good protections *in theory*. Ask questions to make sure that they exist *in*

fact. As you decide whether to seek child support, ask the following:

- What kinds of services are there to protect me and my family?
- How does the child support office protect my privacy (if necessary), so that my child support records do not tell a batterer where to find me?
- How does the court protect my privacy, so that legal papers do not give my address if my family is in danger?
- What protection is provided if I will be in the same courtroom as my batterer?

How Welfare Benefits and Child Support Work Together

If I'm trying to get welfare or medical assistance, what do I have to do about child support?

When you apply for welfare (TANF) or medical assistance (Medicaid), you must cooperate in good faith with efforts to establish paternity and to establish, change, and enforce a child support order. "Cooperation" includes a requirement that you name the father of your child and provide other identifying information (such as an address), as specified by the state. You will also be required to make an "assignment" of your child support rights to the state (see "What does assigning my right to child support to the state mean?" on page 9).

There is an exception to the cooperation requirement. You cannot be required to cooperate if you show there is "good cause" (or other exceptions established by the state) not to cooperate, taking into account the best interests of the child.

Each state decides what good cause not to cooperate means. In general, it means that there is a threat of physical or emotional harm to the child or caregiver or that the child was born as the result of rape or incest.

Caseworkers often do not tell parents about the good cause exception, so if you believe that you have an important reason not to cooperate, it is important to raise your concerns without waiting to be asked. If you do not cooperate with child support requirements, and there is no finding that you have good cause for not cooperating, you will be penalized.

Each state sets its own penalty. The penalty can range from a family losing at least 25 percent of its welfare grant up to losing the entire grant. States can also choose to deny food stamps to a parent who does not cooperate.

Keep in mind that in most states you will be dealing with two caseworkers: a welfare caseworker and a child support enforcement worker. Giving information to your welfare caseworker does *not* nec-

essarily mean that it will be passed on to your child support enforcement worker.

Make sure that your child support file is kept up-to-date, or you may be found *not* to be cooperating legally, even though you believe that you are sharing all necessary information because you have told your welfare caseworker. Keep a record of when you call or write, whom you spoke to, and what you said or wrote on those occasions.

What does assigning my right to child support to the state mean?

In order to receive welfare and medical assistance from the state, you *must* make an "assignment" of your child support rights to the state—that is, you must sign over to the state the right to keep any child support collected on your behalf.

You will be asked to sign over your right to child support that was owed to you at the time you applied for welfare, as well as child support that is owed to you during the time you receive welfare. The state can keep any assigned child support up to the amount of your welfare check and Medicaid.

Under previous law, the state was required to give the family the first $50 of current support received in a month—without reducing the family's welfare check—before the state could keep child support to pay itself back for welfare help given to the family.

Under the 1996 welfare law, this policy changed. States are no longer required to pass any child support through (called a "pass-through") to a welfare family. Some states have chosen to continue this policy or one like it. Others have not. Check Appendix B to find out about your state's policy.

What happens to child support once I leave welfare?

Generally, once you leave welfare, the state must keep your child support case open, and it cannot require you to reapply in order to receive help from the state to get child support.

All current child support is paid to you, rather than being kept

by the state—the state has no claim on child support payable after your welfare eligibility ends. If child support owed to you *after* welfare ends is not paid on time, it becomes past-due child support that you have a right to keep if it is ever paid. The state keeps the right to collect past-due child support that was owed to you *during* the time you received welfare up to the amount of total welfare payments you received.

There are "distribution rules" that decide who gets first claim on collections of past-due child support—the state or the former welfare family. Generally, the rule is "families first." This means that former welfare families get to keep past-due child support owed to the family before the state gets to keep past-due child support owed to the state. You always get to collect past-due support that was supposed to be paid to you after you left welfare, before the state gets to collect past-due child support that was supposed to be paid while you were receiving welfare.

The rules about who gets to keep past-due child support supposed to be paid *before* you went on welfare are complicated. As of October 1, 2000, all back child support that was owed to you *before* you went on welfare becomes yours to keep if it is collected after you leave welfare—even though you signed it over to the state during the time you received welfare. You get to collect that past-due support before the state can collect past-due child support that was supposed to be paid while you were receiving welfare.

Before October 1, 2000, there is a somewhat complicated phase-in period. However, there is an exception to the families first rule, both now and after October 1, 2000. If back child support is collected by keeping an absent parent's tax refund, the money is used to pay off back child support owed to the state before it is used to pay off back child support owed to the family.

If this sounds complex, it is. If you have concerns about whether the state is being fair in how it pays you back child support collected once you leave welfare, ask for an explanation or consult a local legal aid lawyer.

Finding the Noncustodial Parent

How can the child support enforcement office help locate my child's noncustodial parent in order to get a child support order and help me collect child support?

The child support enforcement office can help you track down the location of a noncustodial parent, and it can also help find information about where that parent works and what assets may be available to help pay child support.

The more information you have, the faster the child support office can help you. The parent's full name and Social Security number are the most helpful pieces of information that you can provide. Current or former addresses for work or home can also move the process along. Information about income, assets like bank accounts, names of friends, relatives, or organizations to which the noncustodial parent belongs can also be useful.

The child support agency can help find information through the state parent locator service. Through this service, the state can check a number of data sources such as employment and unemployment records, motor vehicle registries, tax files, and consumer credit agencies.

What if my child's parent changes jobs to avoid being found?

Under a federal requirement that took effect October 1, 1997, states must have employers report to them the names, addresses, and Social Security numbers of newly hired employees. These names must be matched against a central registry of child support orders and can provide up-to-date information about the employment and whereabouts of absent parents.

The state must also forward this new hire information to the federal government, so that it can be made available *in all 50 states*. If a state has reason to believe that a missing parent is in another state, it can contact the child support enforcement office in that state and ask for help locating the absent parent.

The state can also send names of missing parents to the Federal Parent Locator Service. In addition to new hire information, the federal service can get information from the Social Security Administration (SSA), the Internal Revenue Service (IRS), state employment services, and a number of other federal agencies.

The Federal Parent Locator Service can provide information on wages, employment benefits, assets, and place of employment of a missing parent. Note that the Federal Parent Locator Service sends this information to the state child support enforcement office, *not to you*.

Paternity Issues

When do I need to establish paternity?

If you are not married to your child's father, you will need to establish legal paternity before you can get a child support order.

You have at least 18 years *after* a child is born to establish legal paternity, but this depends on the law in your state. However, the earlier you do this, the better. You will be able to find the father more easily, and the two of your are more likely to agree on legal paternity closer to the time of the child's birth. Equally important, the child may be able to benefit from the child support payments for many more years.

How do I establish paternity?

The parents can agree on paternity. Legally, that means that there has been a voluntary establishment of paternity on the part of both parents. However, if a man denies that he is the father of a child whose custodial parent is seeking a child support order, paternity can still be established through a contested process.

Genetic testing is often ordered as part of a contested paternity process. Frequently, if such testing shows that the alleged father actually is the father, he will voluntarily acknowledge paternity, thereby eliminating the need for a contested hearing.

What is involved in establishing paternity voluntarily?

It's not enough for a man to just *say* he is the father of a child born to a woman he is not married to.

In order to establish paternity in a way that is binding in the future, he must take a formal step to acknowledge paternity. For example, he must sign a voluntary acknowledgment of paternity document. As part of this process, the father must be informed about the rights and responsibilities that go along with establishing legal paternity.

Under a federal law passed in 1996, the father's signature becomes legally binding after 60 or fewer days, but state time lengths

vary. He can go back on his word only in cases of fraud, duress (some type of force or coercion), or material mistake of fact (for example, the mother told him lies that he relied on when he made the decision to acknowledge paternity). Otherwise, he cannot undo the legal document.

States must offer voluntary paternity establishment services in birth record agencies as well as in hospitals. Typically, parents can also sign voluntary acknowledgments at state child support agencies.

Note that the provision making a father's voluntary acknowledgment binding is new. In the past, in some states it was possible to have an alleged father's name put on the birth certificate without his having made a binding agreement that he was the child's legal father. In such states, under the old practice he could later deny paternity, although the fact that he allowed his name to be put on the birth certificate can be used in a contested case to help prove that he is the father.

What if we can't agree about who the father is?

If the alleged father is not willing to sign a voluntary acknowledgment, then paternity can be established through a contested process. In a contested process, the alleged father must be given formal legal notice that a hearing is being scheduled to determine if he is the father. A contested case can be brought up to at least 18 years after a child is born, or longer in some states.

A judge or administrative law judge will look at the evidence and decide whether the alleged father is in fact the father. If the alleged father does not appear in court, the decisionmaker can make a "default" binding decision that the alleged father is the legal father.

In cases where there is a preliminary decision that the alleged father is likely to be the real father, the decisionmaker can issue an order of temporary child support before there is a final finding of paternity.

If the alleged father states that he is the father, but the mother is the one who disagrees, states must have a process where the man has a chance to begin a paternity action to show he is the father.

How is paternity proven?

Witnesses can testify about whether there was a relationship between the mother and the alleged father and whether the alleged father has acknowledged responsibility for the child. These days, though, genetic tests can give the most highly reliable proof of whether a man is the real father.

These medical tests match genetic markers common to the alleged father and the child. Depending on the number of genetic markers, these tests can show paternity up to a probability rate of more than 99 percent. Most frequently, these tests require nothing more than having blood drawn.

Tests can be ordered at the request of either party. States must pay the costs of genetic testing ordered by a state agency, though they can require that the alleged father repay them if he proves to be the father. Depending on state policy, a nonwelfare mother may be asked to pay the costs, although this is less frequent. Be sure to ask your state what its policy is.

If there is more than one man who may be the father, the state can test both of them. If you believe the test results are wrong, you can ask for a retest. However, the state may require you to pay the costs of retesting in advance.

If paternity tests show a high probability that a man is the father, contested cases are often settled. In other words, the man agrees to sign a voluntary acknowledgment, and the case never goes to trial.

Who has custody of the child once paternity is established?

The child support enforcement office will represent you in establishing paternity but typically will not deal with custody or visitation issues.

If you have custody or visitation concerns, you will need to ask the child support office what your state's policy is. Some states combine a contested paternity action with a decision on custody and visitation. Others keep paternity proceedings separate from proceedings to decide who has custody and what visitation rights the noncustodial parent has. In some states, the mother is presumed to have custody

once paternity is established. In others, the parent who has the child at the time paternity is established has sole legal custody until a court orders otherwise. So ask and make sure that whatever the practice is in your state your concerns about custody and visitation are also answered.

How to Establish Child Support and Medical Support Orders

Parents have a legal obligation to support their children. This is true for children regardless of whether their parents were ever married, so long as legal paternity has been established.

However, it is important to take the next step, which involves establishing the amount of child support to be paid. A child support order may be set as part of a divorce action or paternity action. It may be a separate voluntary agreement, or it may be the result of a separate legal action. The process for doing so varies from state to state.

Under federal law, though, child support orders must be established under an expedited—or speeded up—process. This may involve the courts where a judge, a master, or court referee presides, or it may involve another administrative process that uses an administrative hearings officer. Check with your lawyer or caseworker about procedures in your state.

Generally, if paternity is established through a contested action, the decisionmaker will also set a certain amount of child support that must be paid as part of the same proceeding. However, this is not always the case.

In some states, there will be a separate proceeding to set the amount of child support. The father can also agree to pay a certain amount of child support, and—if both the father and mother agree—have that agreement included as part of the order rather than having the decisionmaker set the amount as a result of a contested hearing.

If paternity is established through voluntary acknowledgment, generally there will have to be a separate case to set the amount of child support. The procedure will most likely be one of the following:

- The father can come in to the child support enforcement office and sign an agreement about child support.
- The mother and father can come to an agreement about support, which may have to be approved by a court or administrative decisionmaker for it to be binding.

- There can be a contested child support process in which the noncustodial parent produces income information, and the decisionmaker compares that information with child support guidelines set by the state and then orders the noncustodial parent to pay a certain amount of support.

How do I know how much child support should be paid?

Each state must establish and use child support guidelines that determine how much child support must be paid. These vary from state to state.

In some states, the guidelines take into consideration only the income of the noncustodial parent. In some, they look at the income of both parents. In some states, the guidelines are very simple, in that child support amounts are calculated as a percentage of income. In some, they take into account a range of factors such as child care costs, special medical needs of a child, needs of a second family, and income of a new spouse.

Decisionmakers generally can order the noncustodial parent to pay a different amount than would be required under the guidelines, but *only if* there is a good reason for doing so and the reason is indicated in the official record.

The decision about how much child support to pay should be based on proof of income, not just a noncustodial parent's statement about what he or she can afford to pay. Sometimes, workers with heavy caseloads do not require proof of income. It is important for you to be aware that this is just plain wrong.

Can my child get health insurance as well as cash child support?

Absolutely. Federal law requires that along with an order for cash child support, state child support enforcement offices seek an order that the noncustodial parent provide medical coverage for a child if it is available to the noncustodial parent at a reasonable cost. The order for medical support can be made at the same time that the original child support order is made or at a later date when the child support order is reviewed and updated.

By federal law, a child has a right to be added to the parent's health insurance plan even if the child:

- Is born to parents who are not married to each other.
- Is not claimed as the noncustodial parent's dependent for tax purposes.
- Does not live with the parent.

Once there is an order of medical support, the insurer *must* give the custodial parent information about coverage and allow the custodial parent to submit claims for the child directly to the insurer without waiting for the noncustodial parent to file claims.

This is an important benefit for children. Be sure to ask about it, since in the past some child support agencies have not pursued medical support as aggressively as they have pursued cash support, even though they are required to by law.

Can my child support order change if my child's needs increase?

Yes. Child support orders can become outdated over time as the cost of living rises, parents' incomes change, and children's needs increase. Unless orders are periodically reviewed and updated, chances are they will become unfair to either the custodial or noncustodial parent.

At least every three years, the state child support enforcement office must review all child support orders for children receiving welfare. This can be done at the request of the state or either parent. The state must also review all child support orders for nonwelfare cases served by the child support enforcement office at the request of either parent. After the review, the order must be adjusted upward (or downward) if appropriate.

States can choose how to review and adjust these orders. They can review cases in a number of ways:

- They can compare the parent's income to state-set child support guidelines and adjust the order to match what the guidelines would require.
- They can apply a cost-of-living automatic adjustment to the order.

- They can do a computerized comparison of financial records, such as tax information, with the state child support guidelines.

If the state adjusts orders on the basis of cost-of-living increases or computerized matches, it must give both parents the chance to disagree and ask for a full review of the case under the state child support guidelines.

Finally, either parent has the right to ask for a review of the case at any time and to have the order changed if there has been a "substantial change in circumstances." Examples include cases where the noncustodial parent becomes disabled and his or her earning capacity plummets or the child is diagnosed with severe learning problems and needs special services that are recognized under state guidelines.

Enforcing Child Support Obligations

Some Answers to Important Questions

What is the best way to make sure my child gets support?

If your child's noncustodial parent works for a salary, the best way to collect child support is by having the parent's employer deduct child support from wages. New child support orders generally provide that wage withholding should begin right away. However, the decisionmaker may find that there is not good cause to begin withholding, or both parents can agree in writing to some another arrangement.

Older orders may require wage withholding only if the noncustodial parent falls 30 days behind in making child support payments. Under federal law, the maximum amount of wages that can be withheld for child support is either 55 percent, or 65 percent if back child support is also owed. However, states can set lower percentages on the amount of support that can be withheld from wages.

Employers *must* withhold child support once they receive official notice telling them to do so. Effective October 1998, employers began sending child support payments to a state central office *within seven days of payday*. The state must then send the money to the family within *two working days* of receiving it from the employer.

What if the noncustodial parent changes jobs?

When wage withholding is used to collect child support, it usually works well so long as the noncustodial parent stays in the same job. If a parent changes jobs, however, there may be a lapse in child support until the child support enforcement office finds out the new employer and notifies the new employer to begin deducting child support from wages.

If you know the name of the new employer of your child's parent, be sure to notify the child support enforcement office. This will help speed up the process. "New hire reporting" may also help.

Employers are now required to report to their state the name of each newly hired employee. The state then compares this information to cases with child support orders. If there is a "match," the state will notify the new employer to begin withholding child support from the new employee's wages. The state also sends new hire information to a federal registry of new hires, so that other states can also use the information.

What if the parent has no wages?

If the noncustodial parent does not have a regular salary, sometimes he or she has another form of regular income. For example, these might include unemployment insurance, workers' compensation, and public and private retirement benefits from which child support payments can be deducted.

If you know of such income, be sure to raise it with your child support caseworker. States can also require a parent to post a bond or other form of security, which guarantees that child support payments will be made.

What if the noncustodial parent falls behind on child support payments?

States have a number of tools to collect back child support. They can:

- Increase the amount of child support withheld from regular income (such as wages) to gradually pay off back child support as well as current child support.
- Intercept state and federal tax refunds owed to the noncustodial parent to pay back child support. (To intercept a federal refund, there must be a minimum of $500 owed in nonwelfare cases.)
- Seize bank accounts up to the amount of child support owed.
- Report back child support owed by the noncustodial parent to credit reporting agencies. This may make it harder for this parent to get a loan or consumer credit (thereby encouraging payment).

- Put a lien, or a legal hold, on property such as a house or a car. In some states, the state can force the noncustodial parent to sell the property and pay off child support. More typically, the noncustodial parent cannot be forced to sell the property. However, in order to be able to sell the property or borrow against it, the parent will have to pay off the back child support so that he or she can show that he or she has a clear right to the property.
- Intercept income like court settlements or judgments and lottery winnings.
- Take away any licenses that the noncustodial parent may have (such as a driver's license, a professional license, or a recreational license) if the noncustodial parent does not make an agreement to pay off back child support and abide by the agreement.
- Require a noncustodial parent to "work off" the child support owed if the child receives welfare benefits.
- Have the parent held in contempt of court for failing to pay child support. Noncustodial parents against whom contempt charges are filed are often given the choice of paying off back child support or going to jail. Putting a parent in jail is a last resort, since the most important outcome is getting support for the child, not punishing the parent.

States are not required to use each of these tools in every case. However, they *are* required to go after back child support in cases served by the child support agency.

Is there anything the federal government can do to collect back child support?

Most collection is done by state agencies instead of by the federal government. However, the federal government can:

- Revoke, restrict, or refuse to issue a passport if a parent owes $5,000 in back child support.
- Bring federal criminal charges against a parent who willfully fails to pay back child support for a child in another state. These cases are usually sent to the U.S. Attorney by a state child support office when all other collection efforts fail.
- Intercept federal income tax refunds and forward them to the state child support agency.
- Use all the tools the Internal Revenue Service (IRS) has to collect back taxes to collect back child support at a state child support agency's request.
- Withhold child support from wages or retirement benefits of a federal employee.
- Make available information about the location of military personnel to the Federal Parent Locator Service and help make it possible for military parents to get leave to attend child support hearings.

Enforcing Support Orders Across State Lines

Nearly one-third of all child support cases involve parents in different states. States are required to cooperate with each other in interstate cases. Sometimes they really do. Sometimes, however, the problems parents experience trying to collect support from a parent in the same state are a lot worse in interstate cases.

What is the process for pursuing support in an interstate case?

You can go to the child support agency in your own state and apply for services, even if the noncustodial parent lives in another state. In some situations, the child support agency can provide you

with services directly. For example, if you already have an order for support and income withholding, your state's child support agency can send a notice directly to the noncustodial parent's employer, even if that employer is in another state.

In other situations, your case may require work by a child support agency in the state in which the noncustodial parent lives. If that is so, your home state agency sends your case to a central registry in the state in which the noncustodial parent lives. At the central registry, the case is reviewed for completeness, then (within 10 working days) the case is forwarded to the appropriate local agency for processing. The state must provide the same full range of services in an interstate case that it would provide if the parent asking for help lived in the same state. The second state will report back to the agency in the state in which you live, rather than dealing directly with you.

The process can work well. It can also be terribly frustrating, with added delays and lapses in communication between states. Keep in mind that you have a *right* to help from the second state, and make sure your home state agency follows up with the second state.

Provisions in a 1996 federal law require states to adopt and follow common procedures in interstate enforcement and make better information about the location of noncustodial parents available throughout all 50 states. This should help reduce some of the delays that have plagued interstate cases.

Customer Service Issues and Helpful Suggestions for Parents

Children need support today, not tomorrow. When you are trying to get support, it is tough to explain to a child—or to yourself—why it is taking so long. Some cases flow smoothly with both parents cooperating to help support the child and the agency doing everything right so that child support comes quickly and regularly. In others, everything that can possibly go wrong does—important papers are lost or misplaced, a worker with too many cases doesn't respond to a phone call or send out a necessary notice, the noncustodial parent hides income or skips from job to job, a worker in another state fails to move the case along and the home state worker fails to follow up. Getting better help in these cases is critically important. Figuring out how to do so is tough.

Listed below are some helpful suggestions for parents who are in the process of obtaining a child support order or would like to initiate action against a noncustodial parent.

- Keep written records of your case. Write down when you contact an agency or take an important step. Have a record of whom you talk to, what is said, and the date it occurs. Keep copies of important papers and correspondence.
- Let the worker know any time you learn information that can be helpful in your case—a new job or address for the noncustodial parent, information about his or her medical insurance, leads that may help track down assets. *Make sure the information gets to the worker.* Telephone messages may be lost or misrouted. Make sure you are telling the right person. Try to do so in writing.
- Raise concerns with a worker firmly but politely if you think your case is not progressing the way it should. Yelling rarely helps. Many workers are trying to do the right thing but may be juggling over a thousand cases. You often get better results if you treat the worker as if you're on the same team, instead of treating the worker as the enemy.

- Find out if the agency has a customer service representative or complaint process. Some agencies have specific people who help straighten out child support problems. Others have a toll-free number you can call to enter a personal identification number and check automatically on the status of your case—what payments have been made, how much child support is owed, and related matters—without speaking to a customer service representative.
- If going to your worker does not solve the problem, go up the chain of command. Ask to talk to your worker's supervisor. If that doesn't work, contact the head of the local child support office. Outline in writing what is happening, or not happening, with your case. Use your notes to give dates and important events.
- If the local office does not respond, write to the head of your state child support agency (see Appendix A for the address of each state child support agency).
- If trying to deal with your state child support agency does not work, you can send a letter to the regional office of the Federal Office of Child Support Enforcement or to your representative in Congress (see Appendix C). Outline what has been going on in your case and what you believe should happen. *Keep in mind that neither the Federal Office of Child Support Enforcement nor your legislator can actually work on your case.* The most they can do is to contact the state or local office, ask what has been going on, and urge that the office move more quickly on your case. Sometimes this helps get your case the attention it deserves.
- Work with a child support advocacy group. Many communities have grassroots child support advocacy groups where parents help each other figure out the best way to make child support work for them. For example, the Association for Children for the Enforcement of Support (ACES) has a national office in Toledo, Ohio, with chapters in many areas of the country. Call 1-800-537-7072 or 419-472-6609 for more information about ACES.

APPENDIX A

CHILD SUPPORT OFFICES FOR THE 50 STATES AND THE DISTRICT OF COLUMBIA

ALABAMA
Division of Child Support
Department of Human Resources
50 Ripley Street
Montgomery, AL 36130-1801
Phone: 334-242-9300
Fax: 334-242-0606
Toll-free Hotline: 1-800-284-4347
(in state only)

ALASKA
Child Support Enforcement
Division
Department of Revenue
550 W. 7th Avenue, Suite 310
Anchorage, AK 99501-6699
Phone: 907-269-6900
Fax: 907-269-6914
http://www.revenue.state.ak.us/
csed/csed.htm

ARIZONA
Division of Child Support
Enforcement
P.O. Box 40458
Phoenix, AZ 85067-9917
Phone: 602-252-4045
Toll-free Hotline: 1-800-882-4151
(in state only)

ARKANSAS
Office of Child Support Enforcement
Social Services
P.O. Box 8133
Little Rock, AR 72203
Phone: 501-682-8398
Fax: 501-682-6002

CALIFORNIA
Office of Child Support
P.O. Box 944245
Sacramento, CA 94244-2450
Phone: 916-654-1556
Fax: 916-657-3791
http://www.childsup.cahwnet.gov

COLORADO
Division of Child Support
Enforcement
Department of Social Services
1575 Sherman Street, 2nd Floor
Denver, CO 80203-1714
Phone: 303-866-5994
Fax: 303-839-1332
http://www.cdhs.state.co.us/oss/cse/
csenet.html

Connecticut

Bureau of Child Support Enforcement
25 Sigourney Street
Hartford, CT 06106-5033
Toll-free Hotline: 1-800-228-5437 (general information)
Toll-free Hotline: 1-800-698-0572 (payment information only)
Toll-free Hotline: 1-800-647-8872 (information on current child support cases)
http://www.dss.state.ct.us/svcs/csupp.htm

Delaware

Division of Child Support Enforcement
Department of Health and Social Services
P.O. Box 904
New Castle, DE 19720
Phone: 302-577-4863
Fax: 302-577-4873
Toll-free Hotline: 1-800-273-5900 (outside state only)
Toll-free Hotline: 1-800-464-4357 (Kent and Sussex counties only)
http://www.state.de.us/govern/agencies/dhss/irm/dcse/dcsehome.htm

District of Columbia

Office of Paternity and Child Support
Department of Human Services
800 9th Street SW, 2nd Floor
Washington, DC 20024-2485
Phone: 202-645-7500

Florida

Office of Child Support
Department of Revenue
P.O. Box 8030
Tallahassee, FL 32314-8030
Phone: 850-922-9590
Fax: 850-488-4401
http://fun6.dms.state.fl.us/dor/html/child-services.html

Georgia

Office of Child Support Recovery
State Department of Human Resources
2 Peachtree Street, 20th Floor, Suite 445
Atlanta, GA 30303
Phone: 404-657-3851
Fax: 404-657-3326
Toll-free Hotline: 1-800-227-7993 (for status of financial information only)
http://www2.state.ga.us/Departments/DHR/CSE

Hawaii

Child Support Enforcement Administration
Department of the Attorney General

For Oahu

680 Iwilei Road, Suite 490
Honolulu, HI 96817
Phone: 808-587-4250
Fax: 808-587-3673
Toll-free Hotline: 1-888-317-9081
http://kumu.icsd.hawaii.gov/csea/csea.htm

(Hawaii continues)

HAWAII *(continued)*

For Hawaii
777 Kilawao Street
Hilo, HI 96720
Phone: 808-587-3712
Fax: 808-933-0300

For Kauai
4180 Rye Street, Suite 104
Lihue, HI 96766
Phone: 808-587-3712
Fax: 808-241-3816

For Maui and Lanai
2145 Kahuku Street, Suite 105
Wailuku, HI 96793
Phone: 808-587-3712
Fax: 808-243-5161

IDAHO
Bureau of Child Support Services
Department of Health and Welfare
450 West State Street, 5th Floor
Boise, ID 83720-5005
Contact the statewide KIDS network:
Computerized menu/helpline available for determining child support needs.
Phone: 208-334-5710
Fax: 208-334-0666
Toll-free Hotline 1-800-356-9868
http://www2.state.id.us/dhw/hwgd_www/contentlist.html.childsupport

ILLINOIS
Child Support Enforcement Division
Illinois Department of Public Aid
509 South Sixth
P.O. Box 19405
Springfield, IL 62701-1825
Phone: 217-785-1692
(for Springfield-based central region only)
Toll-free Hotline 1-800-447-4278
(in state only)
http://www.state.il.us/dpa

INDIANA
Child Support Office
402 West Washington Street
Room W360
Indianapolis, IN 46204
Contact the statewide KIDS network.
Phone: 317-233-5437
Fax: 317-233-4925
Toll-free Hotline: 1-800-622-4932
http://www.state.in.us/fssa/cse

IOWA
Bureau of Collections
Department of Human Services
Hoover Building - 5th Floor
Des Moines, IA 50319
Each city has its own office.
Phone: 515-242-5530
Toll-free Hotline: 1-888-229-9223
(for information about local offices only)
http://www.judicial.state.ia.us/families/childsup.asp

Kansas

Child Support Enforcement Program
P.O. Box 497
Topeka, KS 66601
Each of the 105 counties has its own office.
Phone: 913-296-3237
(for information about local offices only)

Kentucky

Division of Child Support
P.O. Box 2150
Frankfurt, KY 40602-2150
Phone: 502-564-2285
Fax: 502-564-5988
Toll-free Hotline: 1-800-248-1163
http://cfc-chs.chr.state.ky.us/cfc/dsi/dcse/welcome.htm

Louisiana

Support Enforcement Services
Office of Family Support
P.O. Box 94065
Baton Rouge, LA 70804-4065
Each city has its own office.
Phone: 504-342-4780
(for information about local offices only)
http://www.dss.state.la.us/htm/support_enforcement

Maine

Division of Child Support Enforcement and Recovery
Central Office
11 State House Station
Whitten Road
Augusta, ME 04333
Phone: 207-287-2886
Fax: 207-287-5096
http://www.state.me.us/dhs/maine/bfi.htm

Maryland

Child Support Enforcement Agency
311 W. Saratoga Street
Baltimore, MD 21201
Phone: 410-767-7204
Fax: 410-333-8992
Toll-free Hotline: 1-800-723-9937
http://www.dhr.state.md.us/srv_csea.htm

Massachusetts

Child Support Enforcement Division
Department of Revenue
141 Portland Street
Cambridge, MA 02139-1937
Divided into offices by city.
Toll-free Hotline: 1-800-332-2733
(for information on local offices only)
http://www.ma-cse.org

MICHIGAN
Office of Child Support
P.O. Box 30478
Lansing, MI 48909-7978
Phone: 517-373-7570
Fax: 517-373-4980
http://www.mfia.state.mi.us/chldsupp/cs-index.htm

MINNESOTA
Child Support Division
Department of Human Services
444 Lafayette Road, 4th Floor
St. Paul, MN 55155-3846
Each county has its own office.
Phone: 612-296-2542
(for information on local offices only)
http://www.dhs.state.mn.us/welfare/prog/default.htm

MISSISSIPPI
Central Registry of Child Support
750 N. State Street
Jackson, MS 39205
Phone: 601-359-4500
Fax: 601-359-4415
Toll-free Hotline: 1-800-948-4010
http://www.mdhs.state.ms.us/cse.html

MISSOURI
Division of Child Support Enforcement
3418 Knipp Dr., Suite F
P.O Box 2320
Jefferson City, MO 65102-2320
Phone: 573-751-4301
Fax: 573-751-8450
http://www.dss.state.mo.us/cse/cse.htm

MONTANA
Child Support Enforcement Division
Department of Public Health and Human Services
P.O. Box 202943
Helena, MT 59620
Divided into five regional offices.
Within Montana call 1-800-346-5437.
Outside Montana call 406-442-7278.
http://www.dphhs.mt.gov/whowhat/csed.htm

NEBRASKA
Health and Human Services System
Child Support Enforcement
P.O. Box 94728
Lincoln, NE 68509-4728
Phone: 402-479-5555
Fax: 402-479-5145
Toll-free Hotline: 1-800-831-4573
(outside Lincoln only)
http://www.hhs.state.ne.us/cse/cseindex.htm

NEVADA
Welfare Office
Child Support Enforcement
2527 N. Carson Street
Carson City, NV 89706-0113
Phone: 702-684-4744
Fax: 702-684-8026
Toll-free Hotline: 1-800-992-0900
(in state only)

NEW HAMPSHIRE
Division of Child Support Services
6 Hazen Drive
Concord, NH 03301
Phone: 603-271-4427
Fax: 603-271-4787
http://www.state.nh.us/dhhs/ops/chd_supt.htm

NEW JERSEY
Department of Human Services
Child Support and Paternity Unit
P.O. 716
Trenton, NJ 08625-0716
Phone: 609-530-4930
Fax: 609-984-3630
http://www.state.nj.us/judiciary/prob01.htm

NEW MEXICO
Child Support Enforcement Division
Department of Human Services
P.O. Box 25109
Santa Fe, NM 87504
Phone: 505-827-7200
Toll-free Hotline: 1-800-288-7207
(in state only)
http://www.state.nm.us/hsd/csed.html

NEW YORK
Office of Child Support and Enforcement
Department of Social Services
P.O. Box 14
One Commerce Plaza
Albany, NY 12260-0014
Cases are dealt with by city.
Phone: 518-474-9081
(for city listing)
Toll-free Hotline: 1-800-846-0773
(in state only)

NORTH CAROLINA
Child Support Enforcement Section
Division of Social Services
100 E. Six Forks Road
Raleigh, NC 27609-7750
Phone: 919-571-4120
Fax: 919-881-2280
http://www.cse.state.nc.us/CSE

North Dakota

Child Support Enforcement Division
Department of Human Services
P.O. Box 7190
Bismarck, ND 58507-7190
Phone: 701-328-3582
Toll-free Hotline: 1-800-755-8530
(in state only)
Fax: 701-328-6575
http:// www.state.nd.us/hms

Ohio

Office of Family Assistance and
Child Support Enforcement
Department of Human Services
30 East Broad Street, 31st Floor
Columbus, OH 43266-0423
Offices are organized by county.
Phone: 614-752-6561
(only if county office cannot help)
Fax: 614-752-6561
Toll-free Hotline: 1-800-686-1556
(for information)

Oklahoma

Child Support Enforcement
Division
P.O. Box 53552
Oklahoma City, OK 73152
Phone: 405-522-5871
Toll-free Hotline: 1-800-522-2922
http://www.onenet.net/okdhs/
division/csed/csedindx.htm

Oregon

Recovery Services Section
Adult and Family Services Division
Department of Human Resources
260 Liberty Street NE
Salem, OR 97310
The Oregon Child Support
Enforcement Division is operated
by a statewide phone
directory/network that can be
reached at 503-378-5567.
http://www.afs.hr.state.or.us/rss/
childsupp.html
Toll-free Hotline: 1-800-850-0228
(in state only)

Pennsylvania

Bureau of Child Support
Enforcement
P.O. Box 8018
Harrisburg, PA 17105-8018
Phone: 717-787-3672
Fax: 717-787-9706
Toll-free Hotline: 1-800-932-0211

Rhode Island

Child Support Agency
77 Dorrance Street
Providence, RI 02903
Phone: 401-222-2847
Toll-free Hotline: 1-800-638-5437
(in state only)
Fax: 401-222-6674

SOUTH CAROLINA
Department of Social Services
Child Support Enforcement
Division
P.O. Box 1469
Columbia, SC 29202-1469
Phone: 803-737-5875
Toll-free Hotline: 1-800-768-5858
http://www.state.sc.us/dss/csed

SOUTH DAKOTA
Office of Child Support
Enforcement
700 Governors Drive
Pierre, SD 57501-2291
Phone: 605-773-3641
Fax: 605-773-5246
E-mail: cse@dss.state.sd.us
http://www.state.sd.us/state/
executive/social/cse/ocse.htm

TENNESSEE
Child Support Services
Citizens Plaza, 12th Floor
400 Deaderick Street
Nashville, TN 37248-7400
Phone: 615-313-4880
Fax: 615-532-2791
Toll-free Hotline: 1-800-838-6911

TEXAS
Office of the Attorney General
Child Support Division
P.O. Box 12017
Austin, TX 78711-2017
Phone: 512-460-6000
Fax: 512-834-9712
Toll-free Hotline: 1-800-252-8014
(in state only)
E-mail: child.support@oag.state.tx.us
http://www.oag.state.tx.us/
WEBSITE/childsup.htm

UTAH
Office of Recovery Services
P.O. Box 45011
Salt Lake City, UT 84145-0011
Phone: 801-536-8500
Toll-free Hotline: 1-800-257-9156
Offices are separated by city; call for
information about individual
cities.

VERMONT
Office of Child Support
103 S. Main Street
Waterbury, VT 05671-1901
Phone: 802-241-2319
Fax: 802-244-1483
Toll-free Hotline: 1-800-786-3214
http://www.ocs.state.vt.us

VIRGINIA
Division of Child Support
Enforcement
730 E. Broad Street
Richmond, VA 23219
Phone: 804-692-2458
Fax: 804-692-1438
Toll-free Hotline: 1-800-468-8894
(in state only)
E-mail: comm@dss.state.va.us
http://www.dss.state.va.us/childsup

WASHINGTON
Division of Child Support
P.O. Box 9008
Olympia, WA 98507-9008
Phone: 360-664-5000
Fax: 360-664-5209
Toll-free Hotline: 1-800-922-4306
http://www.wa.gov/dshs/dcs/csrc.
html

WEST VIRGINIA
Bureau for Child Support
Enforcement
Department of Human Services
Capitol Complex
Building 6, Room 817B
Charleston, WV 25305
Phone: 304-558-3780
Fax: 304-558-4092
Toll-free Hotline: 1-800-249-3778
http://www.wvdhhr.org/pages/
bcse/index.htm

WISCONSIN
Bureau of Child Support
201 E. Washington Avenue,
Room 271
Madison, WI 53707
Phone: 608-266-9909
Fax: 608-267-2824
http://www.dwd.state.wi.us/bcs

WYOMING
Child Support Enforcement Division
Hathaway Building, 3rd Floor
Cheyenne, WY 82002
Phone: 307-777-6948
Fax: 307-777-3693
http://dfsweb.state.wy.us/
csehome/cs.htm

APPENDIX B

STATES' TREATMENT OF CHILD SUPPORT PAID ON BEHALF OF WELFARE RECIPIENTS

As of November 1, 1997, 21 states have elected to continue the child support pass-through—some on a temporary basis. Kansas is continuing but at a reduced amount of $40, and Nevada has raised the pass-through to $75. The remaining 30 states have elected to discontinue the pass-through.

State Policies on Passing Through Child Support to Welfare Families

State	Continuing the pass-through	Discontinuing the pass-through
Alabama		X
Alaska	X[a]	
Arizona		X
Arkansas		X
California	X	
Colorado		X
Connecticut	X	
Delaware	X	
District of Columbia		X
Florida		X
Georgia		X
Hawaii		X
Idaho		X
Illinois	X	
Indiana		X
Iowa		X[b]
Kansas	X ($40)	
Kentucky		X
Louisiana		X
Maine	X	
Maryland		X

(Table continues)

States' Policies on Passing Through Child Support to Welfare Families *(continued)*

State	Continuing the pass-through	Discontinuing the pass-through
Massachusetts	X	
Michigan	X	
Minnesota		X
Mississippi		X
Missouri	X	
Montana		X
Nebraska	X	
Nevada	X ($75)	
New Hampshire		X
New Jersey	X	
New Mexico	X	
New York	X	
North Carolina		X
North Dakota		X
Ohio		X
Oklahoma	X	
Oregon		X
Pennsylvania		X
Rhode Island	X	
South Carolina		X
South Dakota		X
Tennessee		X
Texas	X	
Utah		X
Vermont	X	
Virginia	X	
Washington		X
West Virginia		X[c]
Wisconsin	X	
Wyoming		X

[a] Continuing temporarily.
[b] Discontinued for new TANF recipients after 7/1/97. Continued for those receiving TANF prior to 7/1/97.
[c] State provides a $50 incentive payment to TANF recipients who receive child support payments.

Sources: U.S. Department of Health and Human Services, TANF Annual Report to Congress (1998). Information about Arkansas obtained by personal communication with Arkansas Division of Child Support Enforcement, December 1998.

APPENDIX C

HOW TO CONTACT YOUR CONGRESSIONAL OFFICES AND YOUR REGIONAL OFFICE OF THE FEDERAL OFFICE OF CHILD SUPPORT ENFORCEMENT

Call the Congressional switchboard, 202-224-3121, or write as follows.

The Honorable (full name)
U.S. House of Representatives
Washington, DC 20515

The Honorable (full name)
U.S. Senate
Washington, DC 20510

REGION I - Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
OCSE Program Manager
Administration for Children and Families
John F. Kennedy Federal Building
Room 2000
Boston, MA 02203
Phone: 617-565-2478

REGION II - New Jersey, New York, Puerto Rico, Virgin Islands
OCSE Program Manager
Administration for Children and Families
Federal Building, Room 4048
26 Federal Plaza
New York, NY 10278
Phone: 212-264-2890

REGION III - Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia
OCSE Program Manager
Administration for Children and Families
P.O. Box 8436
Philadelphia, PA 19104
Phone: 215-596-4370

REGION IV - Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee
OCSE Program Manager
Administration for Children and Families
101 Marietta Tower, Suite 821
Atlanta, GA 30323
Phone: 404-331-2180

REGION V - Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin
OCSE Program Manager
Administration for Children and Families
105 W. Adams Street, 20th Floor
Chicago, IL 60603
Phone: 312-353-4237

REGION VI - Arkansas, Louisiana, New Mexico, Oklahoma, Texas
OCSE Program Manager
Administration for Children and Families
1301 Young Street, Room 945 (ACF-3)
Dallas, TX 75202
Phone: 214-767-3749

REGION VII - Iowa, Kansas, Missouri, Nebraska
OCSE Program Manager
Administration for Children and Families
601 East 12th Street
Federal Building, Suite 276
Kansas City, MO 64106
Phone: 816-426-3584

REGION VIII - Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming
OCSE Program Manager
Administration for Children and Families
Federal Office Building
1961 Stout Street, Room 325
Denver, CO 80294-3538
Phone: 303-844-3100

REGION IX - Arizona, California, Guam, Hawaii, Nevada
OCSE Program Manager
Administration for Children and Families
50 United Nations Plaza, Room 450
San Francisco, CA 94102
Phone: 415-437-8459

REGION X - Alaska, Idaho, Oregon, Washington
OCSE Program Manager
Administration for Children and Families
2201 Sixth Avenue
Mail Stop RX-70
Seattle, WA 98121
Phone: 206-615-2547

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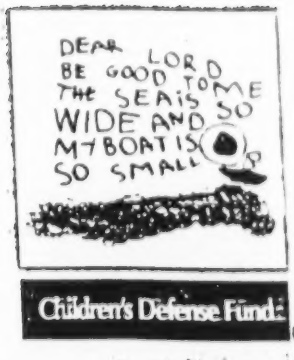
New Albany, OH

as of January 1999



Children's Defense Fund
25 E Street NW
Washington, DC 20001
www.childrensdefense.org

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